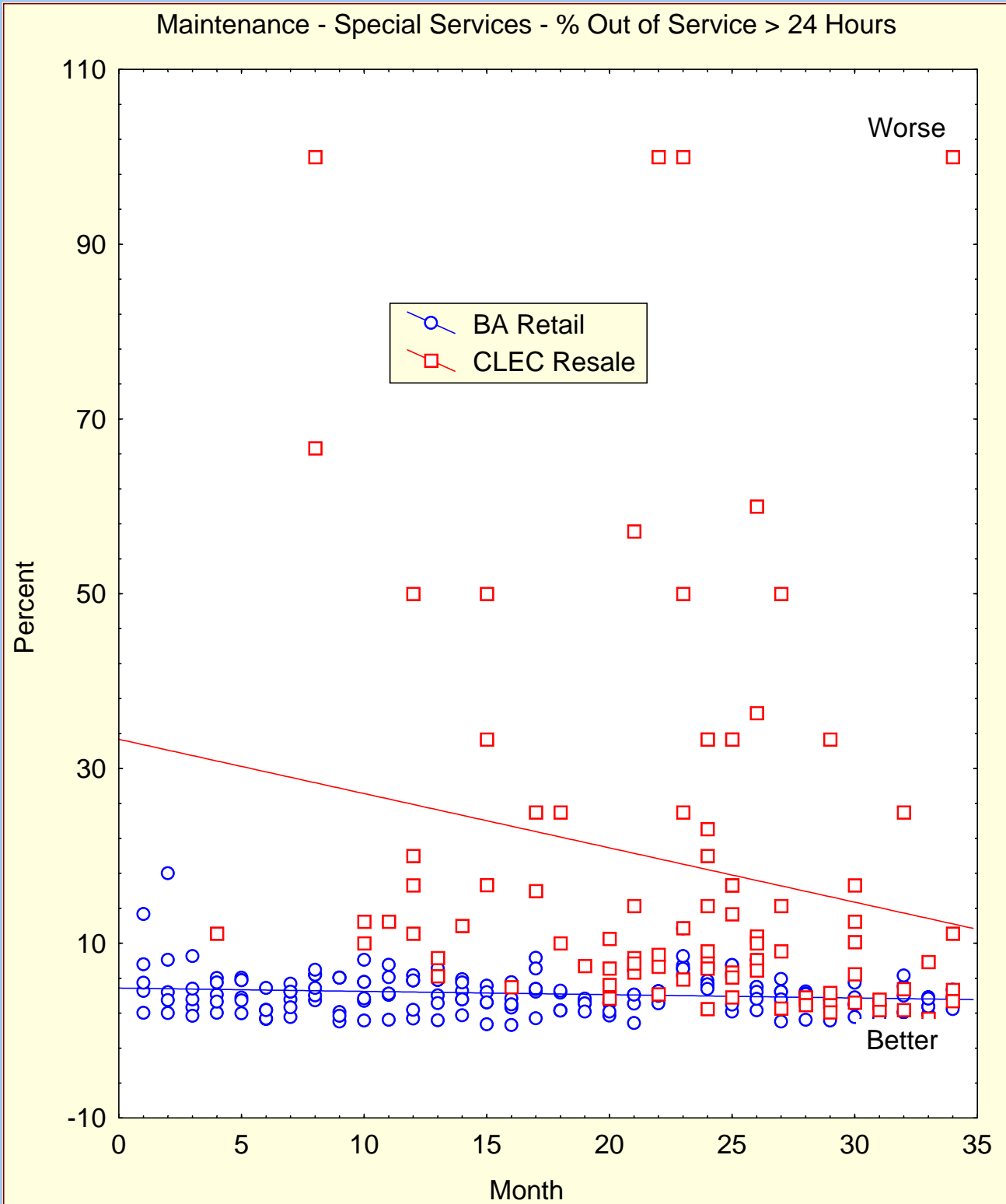


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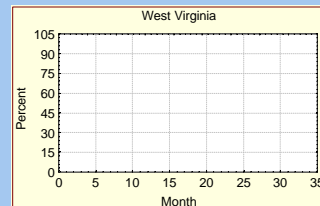
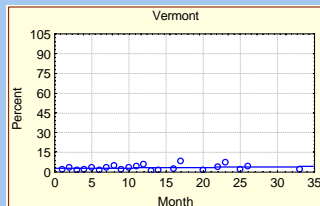
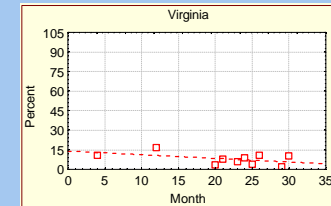
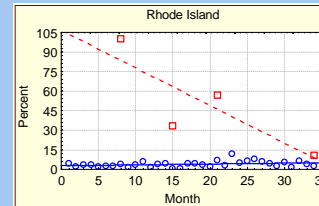
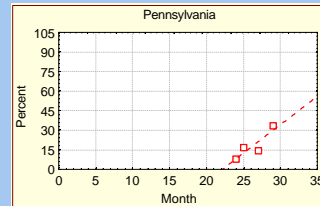
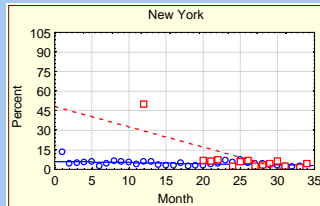
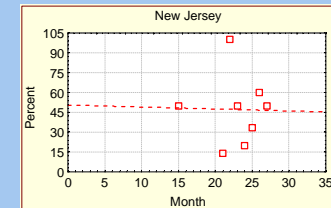
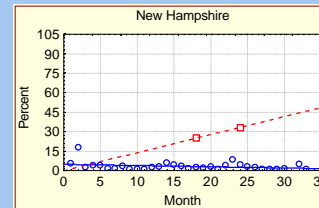
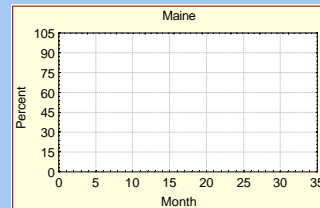
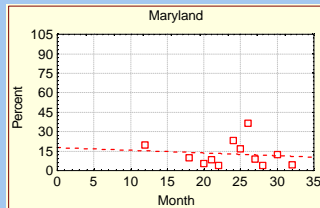
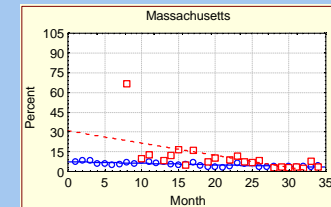
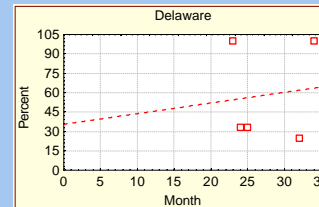
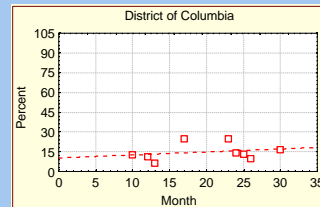
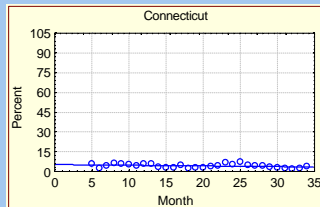
34 months (9/97 through 6/00) for 14 states



Public data from BA/NYNEX Merger filings

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Maintenance - Special Services - % Out of Service > 24 hours



Blue = BA Retail, Red = CLEC Resale
34 months (9/97 through 6/00)
Public data from BA/NYNEX Merger filings
Low is Better